



**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

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**SB 666 ADVISORY COMMITTEE MEETING MINUTES**

**Meeting Date:** Wednesday, April 9, 2008

**Location:** Sacramento, CA

**Committee Members in Attendance**

William Wipprecht, Chief Security Officer, Wells Fargo & Company  
Susan Glowacki, Guest Services Manager, Security Operations, Disneyland  
James Farmer, Training Integration Manager, Disneyland  
Robert Smith, President, CEO, Nightclub Security Consultants  
Michael Keenan, Director of Loss Prevention, Mervyns  
Faith Culbreath, President, Security Officers United, SEIU  
Barry Stanford, Director of Facility Security, AEG/Staples Center  
Mark Robinson, Group Assets Protection Team Leader, Target  
James Kelly, Regional Director of Loss Prevention, Marriott International  
Janice Bullard, Sr., Law Enforcement Consultant, Commission on POST  
Stephen Leibrock, Sacramento Sheriff's Department  
Wayne Kitade, Elk Grove Police Department

**Committee Members Absent**

Dennis Hemphill, System Vice President of Safety & Security, Catholic Healthcare West  
Sgt. Howard LaBore, San Diego Police Department  
Stephen Zolezzi, Executive Vice President, CEO, Food & Beverage Association San Diego

**Department of Consumer Affairs, Executive Staff**

Gary Duke, DCA Legal Counsel

**BSIS Staff in Attendance**

Paul M. Johnson, Chief  
Rick Fong, Deputy Chief  
Rolando Taeza, Outreach Coordinator (Analyst)  
Noreene DeKoning, Analyst  
Inez Cortez, Analyst  
Mitch Kojima, Analyst  
Stefanie Melendez, Management Services Technician  
Fred Lopez, Analyst  
Jennifer Rosillo, Analyst

## **Welcoming Remarks and Introductions**

Paul Johnson, Chief of the Bureau of Security and Investigative Services, called the meeting to order at 9:45 a.m. Susan Glowacki led the committee in reciting the Pledge of Allegiance. Chief Johnson then welcomed and thanked everyone for their attendance. He briefly went over the agenda and reiterated what the committee was there to accomplish. The advisory committee members, bureau staff, and members of the public introduced themselves.

## **Legal Advisory Update**

Gary Duke gave the committee an overview of the regulation process. Regulations further define statutory law, which are found in the Private Security Services Act of the California Business and Professions Code. He also stated that the regulation process is quite lengthy and can take up to a year or more to complete.

## **Selection of Chair & Co-Chairs**

Chief Johnson informed the committee that a chair and co-chair(s) needed to be selected to head the committee. The Chief and Deputy Chief voiced their expectations of those selected. The consensus of the committee was for Robert Smith, President and CEO of Nightclub Security Consultants to chair the committee and co-chairs were Barry Stanford, Director of Facility Security for AEG/Staples Center, Michael Keenan, Director of Loss Prevention of Mervyns, and James Kelly, Regional Director of Loss Prevention of Marriott International.

## **Body of Meeting**

The committee began their discussion with an overview of SB 194 and referred to the definition of a proprietary private security officer. A proprietary private security officer is an unarmed individual, employed to provide security services for his or her employer, whose services are not contracted to any other entity or person; they wear a distinctive uniform and are likely to interact with the public.

Discussion then proceeded to creating a baseline core training curriculum. Janice Bullard suggested writing the topics on paper and editing out what wasn't needed. Robert Smith believed that making a large list would take too long to break down and go through. Steve Leibrock stated that the existing SB 2880 training requirements, which include 40 hours of training, would be a better place to start in setting the standard. Robert Smith reminded the committee that SB 194 originally had the 40-hour training requirement attached to it; however, the training component was dropped due to opposition it received. Mr. Smith also stated that SB 666 contained the same 40-hour training and again opposition forced the training component to be removed. Mr. Smith went on to state that this was the exact reason the advisory committee was formed - to create a new training standard and curriculum for the proprietary private security officer.

The committee then listed several classifications of guard types and discussed the duties each had in common. From this discussion the committee found several core elements that were similar among all types of guards. The core elements were found to be: Power to Arrest, Liabilities, Ethics, Emergency Procedures, and Conflict Resolution.

Further discussion concluded that these core elements would be the required and mandatory portion of the training program. It was also concluded that each core element would include sub-elements that must be mandated as well. Sub-elements were discussed and listed as follows:

#### Power to Arrest

- Definition of detention and arrest
- Origin of authority to detain and arrest
- Understanding citizen's arrest
- Private and public property
- Definition of infraction, misdemeanor and felony
- Interactions with law enforcement

#### Liabilities

- Rules and regulations related to civil law
- Duty of due care towards patrons
- Definition of negligence

#### Ethics

- Cultural diversity
- Personal conduct and professionalism
- Sexual harassment issues

#### Emergency Procedures

- Emergency procedures related to life, safety and acts of nature

#### Conflict Resolution

- Defusing situations
- Situational awareness
- Contacting subjects
- Threat assessment
- Conflict management
- Negotiating

The sub-elements will be refined further by a sub-committee consisting of Robert Smith, Barry Stanford, Michael Keenan, Mark Robinson, James Kelly, and Janice Bullard. The sub-committee will further discuss time requirements for each core element. They will also create a series of electives to allow for job specific task and industry specific training elements. In June, the sub-committee will present the finished package for additional suggestions and changes, if needed. Before adjourning, the committee agreed that the final training program could look similar to the SB 2880 40-hour guard syllabus.

#### **Public Comments**

Stephen St. Laurent, Security Operations Manager for the J. Paul Getty Museum, strongly

objected to not including customer service as a core element. He said customer service was a key element of business operations and needed to be part of the training curriculum.

The committee believed customer service was a natural part of any business, but didn't need to be defined and written into law. The committee also said it was the responsibility of individual businesses to train their employees on their particular style of customer service.

Carrie Lopez, Director of Consumer Affairs, came in during the middle of the meeting to greet and thank the committee for their participation in this "very important" project. She acknowledged the expanding role of a person in a security position and the perception the consumer has when they see a person in a security guard uniform. It is for this reason that Ms. Lopez feels training is of the utmost importance.

Chief Johnson again thanked everyone for taking time out of their busy schedules to attend and participate in the meeting. He reminded the committee that the training module they develop will ultimately become law. The meeting concluded at 4:25 p.m.